

Assignment 9

Total Marks: 30

- 1. Give short answers to the following questions: (15)**
 - i. What is meant by good telephone manners?
 - ii. Describe an instance where call screening may be useful/necessary?
 - iii. Why does telephone etiquette matter in PR/secretarial services?
- 2. The goal of voice-mail etiquette is to improve communications without being inconsiderate - discuss. (8)**
- 3. Explain some of the telephone manners or habits that can frustrate the caller. Discuss how they can be prevented. (7)**